

**Your Feedback**

Your feedback on the performance of this organisation is welcome and appreciated.

**How to give it**

There are three sections to this form. If you wish to provide **feedback** other than a complaint or grievance, please complete only **Your Details** and **Section A**. Forward this directly to the General Manager drop it in to your nearest QAHC office.

If you are providing feedback in the form of a **complaint or grievance** at either Stage One or Stage Two (*please refer QAHC Feedback and Conflict Management*), please complete **Your Details** and **Section B**. It is suggested that if you are at Stage One of the process you use the form as a guide for your discussion with the person concerned as a means of documenting the process.

If you are at Stage Two of the process, it is expected that you, the complainant will approach the respondent's supervisor to assist in the resolution of the matter. At this Stage therefore, **Your Details** and **Section B** should be completed by the supervisor concerned in consultation with yourself. A copy of this form should be forwarded to the General Manager at QAHC Brisbane. You are of course entitled to retain a copy for your records.

**Your Details**

Your Name ( <i>optional</i> )							
Contact Details							
Telephone							
Email							
Are you on of the following ( <i>please circle as appropriate</i> )							
Staff member	Volunteer	Service provider	Board member	Client	Tenant	Member	Other

**Section A**

General Feedback is information about the organisation you wish to provide – either negative or positive – about which you do not necessarily require any action. (*If you need more room please write on a separate piece of paper and attach.*)

**0 I would like to provide the following feedback.** *Please outline brief details of the situation/event.*

**Section A (continued)**

**o I would like to make the following suggestions for improvement.**

**Section B – Complaint/Grievance**

Name of the person to whom the matter refers:	
Position of the person to whom the matter refers:	
Date the complaint/grievance dealt with at Stage One:	
Date the respondent was contacted and informed of the issues of concern:	
Date the complaint/grievance lodged at Stage Two:	

**Briefly describe the complainant’s concerns:**

**Outline the steps the complainant has already taken to resolve the concern(s), if any:**

**What happened as a result of taking this action? Agreements reached, if any?**

**What outcome(s) are still sought by the complainant?**

**Signed**

Supervisor		Date
Complainant		Date
Respondent (Stage One)		Date